

FIG. 1

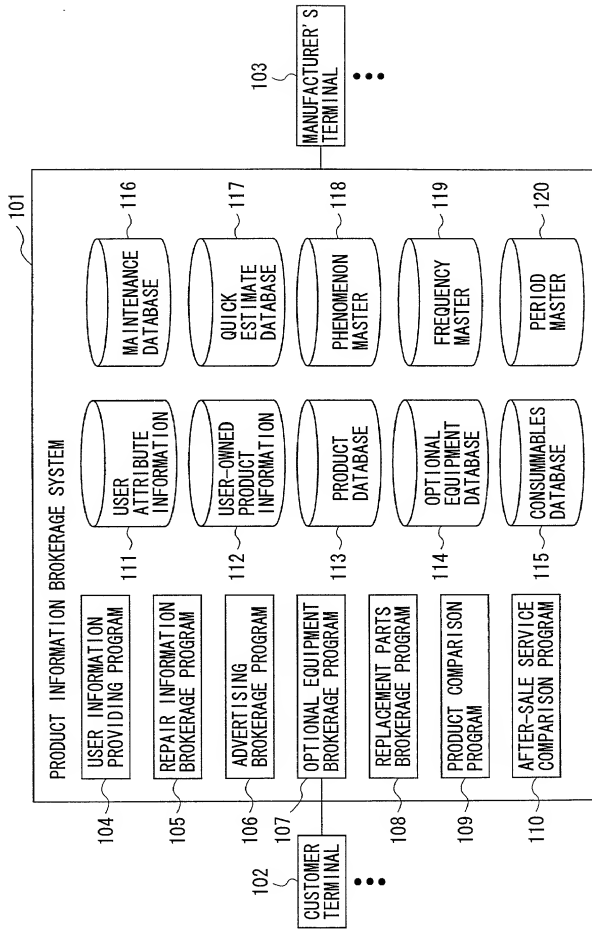


FIG.2

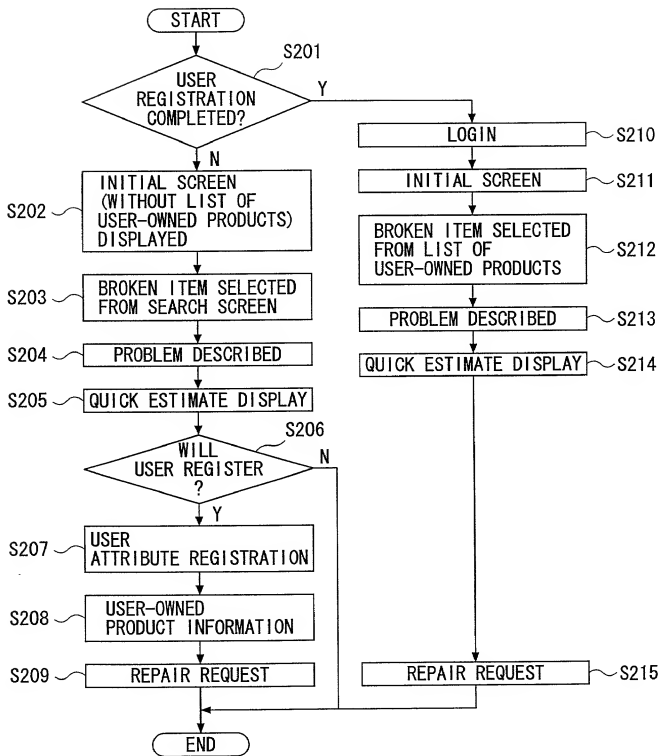


FIG.3

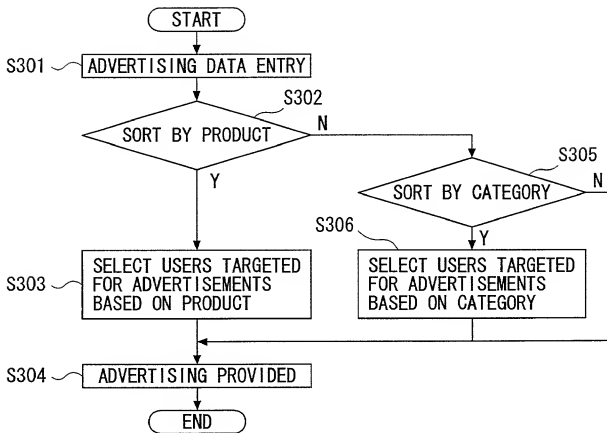


FIG.4

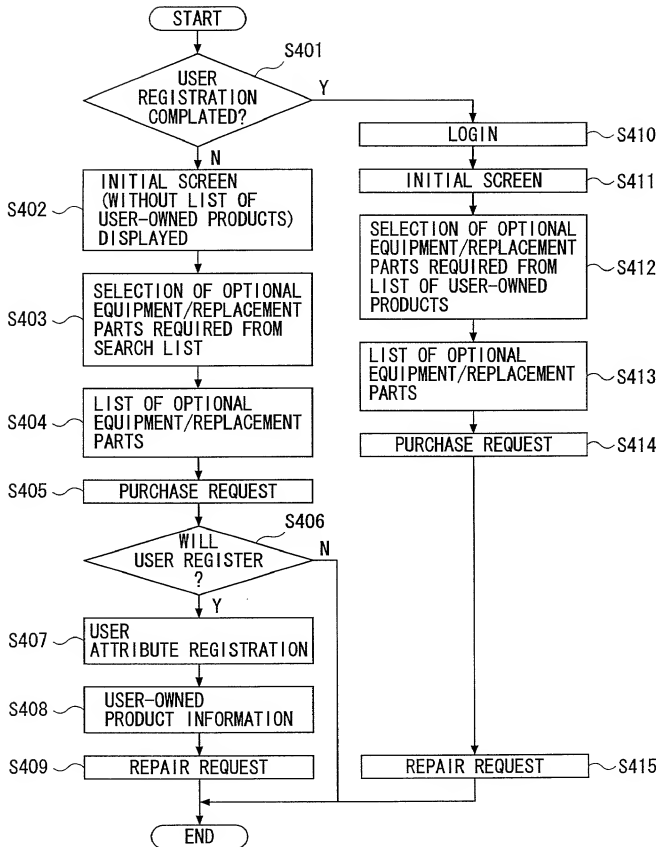


FIG.5

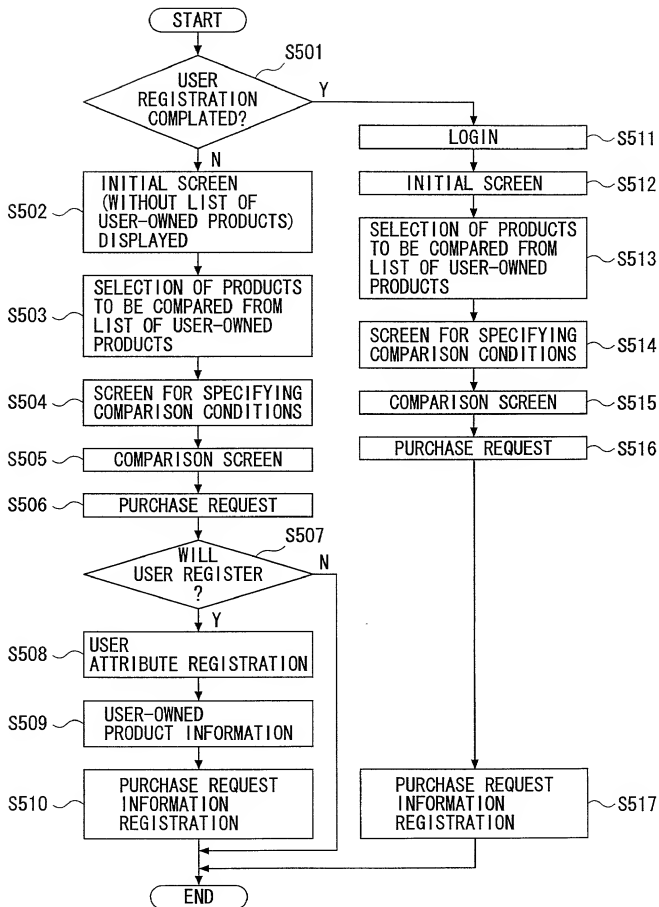


FIG.6

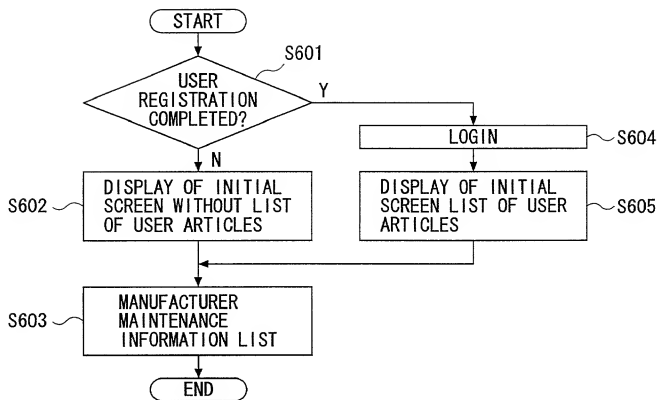


FIG.7

<p>Let's get the best out of what we have!</p> <p>Welcome to UseBest.com</p>																																
<input type="radio"/> Member registration page (free) <input type="radio"/> Your page ID no. Password <input type="radio"/> Change registration information <input type="radio"/> Conditions of use ----- <input type="radio"/> Forum/Bulletin board <input type="radio"/> Links	<p>Specify your search</p> <p> <input type="radio"/> Check specifications <input type="radio"/> Check usage <input type="radio"/> How to obtain <input type="radio"/> Check optional equipment <input type="radio"/> Check replacement parts </p> <p> <input type="radio"/> Seems to be broken <input type="radio"/> I want to contact the manufacturer <input type="radio"/> Check stores that handle this product <input type="radio"/> Compare products <input type="radio"/> Compare after-sale service records </p> <p>Specify product</p> <table border="1"> <thead> <tr> <th>Product category</th> <th>Sub-category</th> <th>Maker</th> </tr> </thead> <tbody> <tr> <td>PC</td> <td>Main unit</td> <td>A Co.</td> </tr> <tr> <td>PC</td> <td>Main unit</td> <td>A Co.</td> </tr> <tr> <td>AV equipment</td> <td>Keyboard</td> <td>B Co.</td> </tr> <tr> <td>Kitchen goods</td> <td>Mouse</td> <td>C Co.</td> </tr> <tr> <td>Sporting goods</td> <td>LAN card</td> <td>D Co.</td> </tr> <tr> <td>Bicycles</td> <td></td> <td></td> </tr> </tbody> </table> <p>Product series</p> <table border="1"> <tbody> <tr> <td>ABC</td> <td>Product name</td> </tr> <tr> <td>ABC</td> <td>ABC001</td> </tr> <tr> <td>hie series</td> <td>ABC001</td> </tr> <tr> <td>Fresh series</td> <td>ABC002</td> </tr> <tr> <td></td> <td>DEF001</td> </tr> </tbody> </table> <p> <input type="radio"/> supply makers <input type="radio"/> retailers <input type="radio"/> commercial firms </p> <p>Registering now makes searching next time easier</p> <p> <input type="button" value="Register this product"/> <input type="button" value="Execute Search"/> </p>	Product category	Sub-category	Maker	PC	Main unit	A Co.	PC	Main unit	A Co.	AV equipment	Keyboard	B Co.	Kitchen goods	Mouse	C Co.	Sporting goods	LAN card	D Co.	Bicycles			ABC	Product name	ABC	ABC001	hie series	ABC001	Fresh series	ABC002		DEF001
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Fresh series	ABC002																															
	DEF001																															

FIG.8

No.	Item	Description
1	User ID	Yamada
2	PASSWORD	*****
3	Registration date	2000/6/7 09:48
4	Name	Yamada Ichiro
5	Date of birth	1967/10/9
6	Address	4-1-1 Kami-odanaka, Kawasaki-shi, Kanagawa-ken
7	Postal code	211-8588
8	Tel no. 1 (Home)	044-123-4567
9	E-Mail address	Yamada@xxx.com
10	Bank account information	OX Bank(savings A/C) 123456
11	Card information	<input type="checkbox"/> <input checked="" type="checkbox"/> card 123456
12	Number of owned items registered	6
13	Of these, number of items operating	5

FIG.9

No.	Item	Description
1	User ID	Yamada
2	Owned item number	2
3	Category	PC
4	Sub-category	Main unit
5	Maker	A Co.
6	Product/Series	ABC
7	Type	ABC001
8	Serial no.	R6601030
9	Date of manufacture	Oct-99
10	Date of Purchase	Jan-00
11	Purchase channel	Retail outlet
12	Commercial name of purchaser	XX camera
13	Warranty No.	1234-56789
14	Warranty conditions/period	2000/12 Bring in for repair
15	Product status	In operation
16	Status registration date	2000/6/7 09:48

FIG.10

<p>Let's get the best out of what we have! Welcome to UseBest.com</p>																																																	
<input type="radio"/> New registration Page <input type="radio"/> Your page ID no. Password	<p><u>Yamada Ichiro-san's page</u></p> <p>Specify your search</p> <p> <input type="radio"/> Check specifications <input type="radio"/> Seems to be broken <input type="radio"/> Check usage <input type="radio"/> I want to contact the manufacturer <input type="radio"/> How to obtain <input type="radio"/> Check stores that handle this product <input type="radio"/> Check optional equipment <input type="radio"/> Compare products <input type="radio"/> Check replacement parts <input type="radio"/> Compare after-sale service records </p> <p>Specify the product</p> <p>1. Select from among previously registered products</p> <table border="1"> <thead> <tr> <th>Category</th> <th>Sub-category</th> <th>Manufacturer</th> <th>Model</th> <th>Warranty No.</th> <th>Warranty Period</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> Kitchen goods</td> <td>Refrigerator</td> <td>F Co.</td> <td>FG-0053A</td> <td>4567-8901F</td> <td>2000/12</td> </tr> <tr> <td><input checked="" type="checkbox"/> Kitchen goods</td> <td>Microwave oven</td> <td>M Co.</td> <td>MT234-99</td> <td>2345-6789M</td> <td>03/11</td> </tr> <tr> <td><input type="checkbox"/> Kitchen goods</td> <td>Washing machine</td> <td>T Co.</td> <td>TW-98765</td> <td>3456-7890T</td> <td>01/01</td> </tr> <tr> <td><input type="checkbox"/> PC</td> <td>Main unit</td> <td>A Co.</td> <td>ABC001</td> <td>1234-5678G</td> <td>00/12</td> </tr> <tr> <td><input type="checkbox"/> PC</td> <td>Printer</td> <td>A Co.</td> <td>FMLBP-114</td> <td>5678-9012E</td> <td>96/06</td> </tr> <tr> <td><input type="checkbox"/> AV equipment</td> <td>Mini-combo</td> <td>P Co.</td> <td>P-S-5800-A</td> <td>6789-0123P</td> <td>02/05</td> </tr> </tbody> </table> <p>2. New search (/registration)</p> <table border="1"> <thead> <tr> <th>Product category</th> <th>Sub-category</th> <th>Maker</th> </tr> </thead> <tbody> <tr> <td colspan="3"> <input type="button" value="Execute Search"/> </td> </tr> </tbody> </table>	Category	Sub-category	Manufacturer	Model	Warranty No.	Warranty Period	<input type="checkbox"/> Kitchen goods	Refrigerator	F Co.	FG-0053A	4567-8901F	2000/12	<input checked="" type="checkbox"/> Kitchen goods	Microwave oven	M Co.	MT234-99	2345-6789M	03/11	<input type="checkbox"/> Kitchen goods	Washing machine	T Co.	TW-98765	3456-7890T	01/01	<input type="checkbox"/> PC	Main unit	A Co.	ABC001	1234-5678G	00/12	<input type="checkbox"/> PC	Printer	A Co.	FMLBP-114	5678-9012E	96/06	<input type="checkbox"/> AV equipment	Mini-combo	P Co.	P-S-5800-A	6789-0123P	02/05	Product category	Sub-category	Maker	<input type="button" value="Execute Search"/>		
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FIG.11

No.	MANUFACTURER	TARGET MANUFACTURER	SUITABLE MODEL	PRODUCT	MODEL	STANDARD PRICE	OFFERED PRICE	NORMAL DELIVERY	REMARKS
1	A Co.	A Co.	ABC001	EXPANDED MEMORY (8MB)	ABC-MEM1C	12,000	10,200	2 WEEKS	1MM 4MB x 2
2	A Co.	A Co.	ABC001	EXPANDED MEMORY (16MB)	ABC-MEM2B	25,000	21,250	2 WEEKS	1MM 8MB x 2
3	A Co.	A Co.	ABC001	EXPANDED MEMORY (32MB)	ABC-MEM3A	50,000	42,500	4 WEEKS	1MM 16MB x 2
4	A Co.	A Co.	ABC001	EXPANDED MEMORY (64MB)	ABC-MEM4A	96,000	81,800	4 WEEKS	1MM 32MB x 2
5	X Co.	A Co.	ABC001	EXPANDED MEMORY (8MB)	X001	1,200	1,020	2 WEEKS	1MM 4MB x 2
6	X Co.	A Co.	ABC001	EXPANDED MEMORY (16MB)	X002	2,500	2,125	2 WEEKS	1MM 8MB x 2
7	X Co.	A Co.	ABC001	EXPANDED MEMORY (32MB)	X003	5,000	4,250	4 WEEKS	1MM 16MB x 2
8	X Co.	A Co.	ABC001	EXPANDED MEMORY (64MB)	X004	9,600	8,150	4 WEEKS	1MM 32MB x 2
9	A Co.	A Co.	ABC002	EXPANDED MEMORY (8MB)	ABC-MEM1C	12,000	10,200	2 WEEKS	1MM 4MB x 2
10	A Co.	A Co.	ABC002	EXPANDED MEMORY (16MB)	ABC-MEM2B	25,000	21,250	2 WEEKS	1MM 8MB x 2
11	A Co.	A Co.	ABC002	EXPANDED MEMORY (32MB)	ABC-MEM3A	50,000	42,500	4 WEEKS	1MM 16MB x 2
12	A Co.	A Co.	ABC002	EXPANDED MEMORY (64MB)	ABC-MEM4A	96,000	81,600	4 WEEKS	1MM 32MB x 2
13	B Co.	A Co.	DEF001	EXPANDED MEMORY (8MB)	ABC-MEM1C	12,000	10,200	2 WEEKS	1MM 4MB x 2
14	B Co.	A Co.	DEF001	EXPANDED MEMORY (16MB)	ABC-MEM2B	25,000	21,250	2 WEEKS	1MM 8MB x 2

FIG.12

THE PRODUCT YOU HAVE SPECIFIED IS:

PRODUCT		DATE OF
MANUFACTURER	SERIES	PURCHASE
A Co.	ABC	ABC001
		1995/6

THE OPTIONAL EQUIPMENT FOR YOUR ABC001 IS AS FOLLOWS

HELPTROUBLESHOOTINGREPAIR ESTIMATES
DELIVERIESLIST OF
SERVICE CENTERSREPLACEMENT PARTSOPTIONAL
EQUIPMENT

DETAIL	PURCHASE	MANUFACTURER	PRODUCT NAME	TYPE NAME	STANDARD PURCHASE PRICE	WEB SPECIAL PRICE	REMARKS
		A Co.	EXPANDED MEMORY (8MB)	ABC-MEM1G	12, 000	10, 200	11MM 4MB*2
✓		A Co.	EXPANDED MEMORY (16MB)	ABC-MEM2B	25, 000	21, 250	11MM 8MB*2
		X Co.	EXPANDED MEMORY (8MB)	X001	1, 200	1, 020	11MM 4MB*2
		B Co.	LAN CARD	AD1234	20, 000	16, 000	10Bsec/T COMPATIBLE, 10Mbps,
		C Co.	LAN CARD	GB12345	21, 000	16, 800	10Bsec/T COMPATIBLE, 10Mbps,
		D Co.	LAN CARD	FMBCL-111	2, 000	1, 600	10Bsec/T COMPATIBLE, 10Mbps,

PURCHASE

FIG.13

THE PRODUCT IS SPECIFIED IS:

PRODUCT		DATE OF PURCHASE	
MANUFACTURER	SERIES	MODEL	
A Co.	ABC	ABC001	1995/6

HELPTROUBLESHOOTINGREPAIR ESTIMATES
DELIVERIESLIST OF
SERVICE CENTERSREPLACEMENT PARTSOPTIONAL
EQUIPMENTPRODUCT
COMPARISONSPECIFY THE PRODUCTS TO BE COMPARED
(A MAXIMUM OF ○ PRODUCTS CAN BE SPECIFIED)

MAKER SELECTION	TYPE	SERIES DESIGNATION
B Co.	NEW PRODUCT	123
A Co.	OLD PRODUCT	123
B Co.		HANDY PORTABLE SERIES
C Co.		"Ekishō-san"
F Co.		"Big zanshō-san"
N Co.		
T Co.		

CHOOSE FROM LIST BELOW

SELECTION	MAKER	TYPE	STANDARD PURCHASE PRICE	WEB SPECIAL PRICE
	B Co.	12301	280,000	238,000
	B Co.	12302	150,000	127,500
✓	B Co.	12303	198,000	188,500
	B Co.	12304	158,000	134,300
	B Co.	12305	120,000	102,000
	B Co.	12306	310,000	263,500

LIST OF SELECTED PRITICLES

SELECTION	MAKER	TYPE	STANDARD PURCHASE PRICE	WEB SPECIAL PRICE
✓	B Co.	ABC001	280,000	-
✓	B Co.	12301	231,000	198,350
✓	B Co.	12302	150,000	127,500

EXECUTE

FIG.14

ITEM		UNIT	A Co.	B Co.	C Co.	NOT SELECTED
			ABC	123	123	
SIZE			ABC001	12301	12302	
	WIDTH	mm	500	500	500	
	DEPTH	mm	300	300	300	
	HEIGHT	mm	800	800	800	
WEIGHT		kg	10	10	10	
POWER CONSUMPTION	50Hz	kWh/YEAR	200	200	200	
	60Hz	kWh/YEAR	200	200	200	
COLOR	TYPE		BEIGE	BEIGE	BEIGE	
STANDARD PRICE	MAIN UNIT	YEN (TAX EXTRA)	150,000	150,000	150,000	
SALES PRICE	BEGIN	MONTH/YEAR	96/1	96/1	96/1	
	END	MONTH/YEAR	94/3	94/3	94/3	
CHECK				■	□	

PURCHASE

FIG.15

MANUFACTURER	PRODUCT CATEGORY	SUB-CATEGORY	FREE REPAIR PERIOD		STARTING POINT	SERVICE LOCATIONS (NATIONWIDE)	BASIC CHARGE		REMARKS
			HOUSE CALL	TAKE IN				BASIC HOURS	
D Co.	PC	MAIN UNIT	NO LIMIT	6 MONTHS	AT TIME OF PURCHASE	50 PLACES	3,000	2 HOURS	
F Co.	PC	MAIN UNIT	12 MOS.	24 MONTHS	AFTER MANUFACTURE	33 PLACES	3,800	1 HOUR	
H Co.	PC	MAIN UNIT	NO LIMIT	6 MONTHS	AT TIME OF PURCHASE	70 PLACES	6,000	3 HOURS	
N Co.	PC	MAIN UNIT	NO LIMIT	6 MONTHS	AT TIME OF PURCHASE	48 PLACES	4,800	2 HOURS	
S Co.	PC	MAIN UNIT	NO LIMIT	12 MONTHS	AT TIME OF PURCHASE	36 PLACES	5,500	2 HOURS	
T Co.	KITCHEN GOODS	REFRIGERATOR	NO LIMIT	6 MONTHS	AT TIME OF PURCHASE	60 PLACES	4,800	2 HOURS	
T Co.	PC	LAN CARD	NO LIMIT	6 MONTHS	AT TIME OF PURCHASE	60 PLACES	4,800	2 HOURS	
T Co.	PC	MAIN UNIT	NO LIMIT	6 MONTHS	AT TIME OF PURCHASE	60 PLACES	4,800	2 HOURS	
Y Co.	PC	MAIN UNIT	NO LIMIT	6 MONTHS	AT TIME OF PURCHASE	42 PLACES	4,000	2 HOURS	

FIG.16

PRODUCT CATEGORY	SUB-CATEGORY	MAKER	PRODUCT SERIES	PRODUCT	e-mail ADDRESS	WIDTH	DEPTH	HEIGHT	WEIGHT	POWER CONSUMPTION 50	POWER CONSUMPTION 60	COLOR	STANDARD PRICE	SALES PRICE	LAST SALE
PC	MAIN UNIT	A Co.	ABC	ABC001	mail@a.com	500	300	800	10	200	200	200 BEIGE	150000	Jun-96	May-94
PC	MAIN UNIT	A Co.	ABC	ABC002	mail@a.com	500	300	800	10	200	200	200 BEIGE	150000	Jun-96	May-94
PC	MAIN UNIT	A Co.	DEF	DEF001	mail@a.com	500	300	800	10	200	200	200 BEIGE	150000	Jun-96	May-94
PC	MAIN UNIT	B Co.	123	123001	mail@b.com	500	300	800	10	200	200	200 BEIGE	150000	Jun-96	May-94
PC	MOUSE	C Co.	m01	m01-001	mail@c.com	60	80	50	0.5	0	0	0 BEIGE	10000	Jun-96	May-94
KITCHEN GOODS	REFRIGERATOR	F Co.	FRESH SERIES	FG-0051	mail@f.com	600	600	1740	116	960	960	960 BEIGE	380000	Jun-96	May-94
KITCHEN GOODS	REFRIGERATOR	F Co.	FRESH SERIES	FG-0052	mail@f.com	600	600	1740	116	960	960	960 BEIGE	380000	Jun-96	May-94
KITCHEN GOODS	REFRIGERATOR	F Co.	FRESH SERIES	FG-0053	mail@f.com	600	600	1740	116	960	960	960 BEIGE	380000	Jun-96	May-94
KITCHEN GOODS	REFRIGERATOR	F Co.	FRESH SERIES	FG-0053A	mail@f.com	600	600	1740	116	960	960	960 BEIGE	380000	Jun-96	May-94
KITCHEN GOODS	REFRIGERATOR	F Co.	FRESH SERIES	FG-0055	mail@f.com	600	600	1740	116	960	960	960 BEIGE	380000	Jun-96	May-94
KITCHEN GOODS	REFRIGERATOR	F Co.	FRESH SERIES	FG-0056	mail@f.com	600	600	1740	116	960	960	960 BEIGE	380000	Jun-96	May-94
KITCHEN GOODS	REFRIGERATOR	T Co.	INVERTER Dossari	TRF-321AA	mail@t.com	680	595	1740	116	960	960	960 BEIGE	380000	Jun-96	May-94
KITCHEN GOODS	REFRIGERATOR	F Co.	FRESH VEGETABLES	FOR-S40AF	mail@f.com	593	598	1790	65	430	430	PURPLE /RED	230000	Dec-95	-
KITCHEN GOODS	REFRIGERATOR	N Co.	FIRST LADY SERIES	NSR-321	mail@n.com	643	695	1720	98	600	600	BROWN /GRAY	290000	Mar-00	-

FIG.17

NO.	MAKER	SERIES	NAME	NO. OF REGISTRATIONS	REMARKS
1	A Co.	ABC	SERIES TOTAL	24,499	
2	A Co.	ABC	ABC001	1,527	
3	A Co.	ABC	ABC002	1,518	
4	A Co.	ABC	ABC003	15,590	
5	A Co.	ABC	ABC004	5,864	
1	A Co.	DEF	SERIES TOTAL	129,585	
6	A Co.	DEF	DEF001	5,772	
7	A Co.	DEF	DEF002	31,593	
8	A Co.	DEF	DEF003	30,175	
9	A Co.	DEF	DEF004	10,716	
10	A Co.	DEF	DEF005	43,303	
11	A Co.	DEF	DEF006	8,026	
1	A Co.	GHI	SERIES TOTAL	418,271	
12	A Co.	GHI	GHI001	51,559	

09768359, 012501

FIG.18

ADVERTISEMENT REQUEST SCREEN

- ☐ NARROW BY PRODUCT
- ☒ NARROW BY CATEGORY
- ☐ DO NO NARROW

KITCHEN GOODS/REFRIGERATOR

CONTENT OF ADVERTISEMENT

NEW!

"EASY-FRIDGE", A NEW REFRIGERATOR THAT'S
EASY ON THE BODY-

PRICE:34,500YEN

-AND VERY EASY ON THE WALLET!

EXECUTE

FIG.19

MANUFACTURER	PRODUCT CATEGORY	SUB-CATEGORY	FREE REPAIR PERIOD		START	NUMBER OF SERVICE LOCATIONS NATIONWIDE	BASIC CHARGE		REMARKS
			HOUSE CALL	TAKE-IN				USUAL HOURS	
D Co.	PC	MAIN UNIT	NO LIMIT	6 MONTHS	TIME OF PURCHASE	50 PLACES	3,000	2 HOURS	
F Co.	PC	MAIN UNIT	12 MOS.	24 MONTHS	AFTER MANUFACTURE	33 PLACES	3,800	1 HOUR	
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T Co.	PC	MAIN UNIT	NO LIMIT	6 MONTHS	TIME OF PURCHASE	42 PLACES	4,000	2 HOURS	

FIG.20

THE PRODUCT IS SPECIFIED IS:				
COMPANY	TYPE OF ARTICLE	NAME	DATE OF PURCHASE	PRODUCT NUMBER
		FMLBP-114	1995/6	
THE PROBLEM YOU HAVE DESCRIBED IS AS FOLLOWS				
<u>HELP</u> <u>TROUBLESHOOTING</u> <u>REPAIR ESTIMATES</u> <u>DELIVERIES</u> <u>LIST OF A</u> <u>SERVICE CENTERS</u> <u>REPLACEMENT PARTS</u> <u>OPTIONAL EQUIPMENT</u>	PHENOMENON	PAPER JAMS WHEN PRINTING OUTPUT		
	FREQUENCY	ONCE EVERY 2-3 TIMES		
	BEGAN	GRADUALLY GOTTEN WORSE STARTING ABOUT 3 MONTHS AGO		
<div style="display: flex; justify-content: space-between; align-items: center;"> <div> <u>QUICK ESTIMATE FOR REPAIR</u> </div> <div> <u>END</u> </div> </div>				

FIG.21

QUICK ESTIMATE SCREEN		
AVERAGE COST OF REPAIR	10,000	5,000YEN INCREMENTS
AVERAGE REPAIR COSTS FOR SAME PHENOMENON		
PRICING		
HOUSE CALL		12,000 1
TRAVEL COSTS		ACTUAL EXPENSES
HANDLING		2,000
DELIVERY		2,000
ROUND-TRIP DELIVERY DISCOUNT PRICE		3,000
BRING IN FOR REPAIR		500
HANDLING		500
ROUND-TRIP SAME-STORE DISCOUNT PRICE		800
REQUEST REPAIR		TERMINATE

FIG.22

MANUFACTURER	PRODUCT SERIES	PRODUCT NAME	PROBLEM: 1/FREQUENCY: 1/PERIOD: 1	PROBLEM: 1/FREQUENCY: 1/PERIOD: 1	...
A Co.	ABC	ABC001	10, 000	15, 000	
A Co.	ABC	ABC002	15, 000	18, 000	
A Co.	ABC	DEF001	13, 000	15, 000	

FIG.23

PRODUCT CATEGORY	SUB-CATEGORY	SELECTION 1	SELECTION 2	SELECTION 3	...
PC	MAIN UNIT	PAPER JAMS WHEN PRINTING OUTPUT	PAPER TRAY DOES NOT OPEN	PRESSED BUTTON SHOWS NO RESPONSE	
PC	KEY BOARD	PRESSED KEY DOES NOT RETURN	INDICATOR DOES NOT LIGHT	BROKEN IN HALF	
KITCHEN GOODS	REFRIGERATOR	VEGETABLE BIN DOES NOT REFRIGERATE	DOOR DOES NOT OPEN	CAUGHT ON FIRE	

FIG.24

PRODUCT CATEGORY	SUB-CATEGORY	SELECTION 1	SELECTION 2	SELECTION 3	...
PC	MAIN UNIT	ONCE EVERY 2-3 TIMES	EVERY TIME	VERY RARELY	
PC	KEY BOARD	ONCE EVERY 2-3 TIMES	EVERY TIME	VERY RARELY	
KITCHEN GOODS	REFRIGERATOR	ONCE EVERY 2-3 TIMES	EVERY TIME	VERY RARELY	

FIG.25

PRODUCT CATEGORY	SUB-CATEGORY	SELECTION 1	SELECTION 2	SELECTION 3	...
PC	MAIN UNIT	GRADUALLY GOTTEN WORSE STARTING ABOUT THREE MONTHS AGO	YESTERDAY	FORGOTTEN	
PC	KEY BOARD	GRADUALLY GOTTEN WORSE STARTING ABOUT THREE MONTHS AGO	YESTERDAY	FORGOTTEN	
KITCHEN GOODS	REFRIGERATOR	GRADUALLY GOTTEN WORSE STARTING ABOUT THREE MONTHS AGO	YESTERDAY	FORGOTTEN	